

Tab 101

Heather Van Blarcom

From: Mike Rothmiller
Sent: Monday, January 15, 2001 3:10 PM
To: Eric Larsen
Cc: Bob Campbell; Garry Pay; David Brown
Subject: FW: Metabolife Intranet Question

FYI. This is worth consideration. Please read Nancy & Kyle's statements.

-----Original Message-----

From: Nancy Brust
Sent: Friday, January 12, 2001 2:12 PM
To: Donna Moore; Mike Rothmiller
Cc: Robert Connelly
Subject: FW: Metabolife Intranet Question

Hello you two - I know we're really swamped with the new project, but I'd like to see this particular issue addressed some time in the near future. I feel badly because this is the second e-mail that's come in like this and if we ever want people to feel like they can rely on the intranet for information, I think we need to be better about responding. Do you think David can provide an answer any time soon? Of course the web site could benefit from updated, more informative usage guidelines as well.

Thanks,
Nancy

-----Original Message-----

From: Metabolife Intranet Question [mailto:webmaster@metabolife.com]
Sent: Friday, January 12, 2001 2:06 PM
To: Donna Moore; Mike Rothmiller
Cc: Nancy Brust; Robert Connelly
Subject: Metabolife Intranet Question

A question for David was submitted by: Kyle Huey (if blank, no name was provided)
Department: Health Information Line (if blank, no department name was provided)

Question:

We frequently get questions from customers as to why there is no directions on the Metabolife 356. When they call us they are then told we have nothing in writing such as "guidelines for usage" to send them. The customers become very angry & upset as they feel they were mislead by the bottle since it did not provide them with adequate instructions for use.

Today I got a call from a woman who stated: "What is wrong with you people? Why don't you ever put directions for use on your products? I just bought a box of your diet bars & there is no information on them at all."

Could you comment on these customer concerns please? We hear this every day & there doesn't appear to be anything being done about it. It seems strange that a company as large & well promoted as Metabolife could not provide their customers with something as simple as how to use their products.

Thanks for listening.

** Please note: This person does not want his/her name posted along with the response.**